

**BP2 Annual Progress Report**  
Clinical & Support Options, Inc.  
CSO BH-CP  
4/30/2020

## **General Information**

**Full CP Name:** Clinical & Support Options, Inc.  
**CP Address:** 1 Arch Place, Greenfield, MA  
01301

## **PY2 Annual Report Executive Summary**

CSO's CP program had many successes in BP2, and also experienced new and ongoing opportunities for learning and improving the program. Despite the persistent challenge of keeping the program staffed at budgeted levels, we have built a strong caring team of talented staff who provided person-centered supports to a wide variety of MassHealth members. The program also continued to build relationships with nine ACOs and MCOs and their affiliated practices, modified workflows and processes for more efficiency, and met all of its deadlines.

Successes included building on already strong community and agency relationships so that we could continue to make effective referrals to resources and services, developing the care coordination skills of a strong team of staff who are committed to providing person-centered, flexible, creative services and supports to members, developing workflows that make it easy for staff to document their work, and helping many members set and reach a variety of goals. Most importantly, many members experienced progress and success with the support of the CP Program. Staff are always able to provide numerous examples of success stories at team meetings and in preparation for quarterly meetings with ACOs and MCOs.

We continued ongoing communication with MassHealth, attending statewide meetings and weekly "office hours" phone calls, and kept in touch with our contract managers to stay up to date with evolving policies and program developments. Although it was sometimes a challenge that things were ever changing, we truly appreciate the willingness of MassHealth to listen to our suggestions, questions and lessons learned, and to advocate at the state and federal levels for important changes.